



Scrutiny Report

Southampton Children and Learning Service Improvement Board
March 2022

Stuart Webb, Head of Quality Assurance
Jo Feeney, Performance Manager



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Priority Areas

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Effective assessment and intervention	4	Medium
Purposeful Direct Contact	5	High
Management Support for better practice	6	High
Right service at the right time	7	High
Robust corporate parenting	9	High

What the data tells us

Indicator	Outturn type	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Target	Southamt on 19/20	Southamt on 20/21	Statistical Neighbours	South East	England
Percentage of re-referrals within 12 months	PERCENTAGE	21%	27%	26%	33%	26%	31%	24%	24%	27%	25%	29%	23%	28%	22%	28%	23%	N/A
Number of Early Help assessments completed	NUMBER	278	216	234	285	236	196	180	223	195	200	111	TBC	N/A	N/A	N/A	N/A	N/A
Rates of Single Assessments completed per 10,000	RATE	54	117	166	218	254	321	376	434	494	513	567	TBC	898	672	637	554	518
Percentage of C&F assessments completed within 45 working days	PERCENTAGE	90%	86%	88%	94%	86%	89%	85%	92%	88%	91%	93%	TBC	79%	77%	74%	70%	69%

Analysis

On January 31st 2022 CSC migrated over to using Care Director as our CMS recording system. As anticipated there were challenges both centrally with a gap in reporting due to unforeseen technical issues and capacity within the Data and Insight team to respond to demand. There was an immediate mitigation plan put into action enabling TM's to have visit and supervision data to manage their services and for DMT to have assurance that all safeguarding practice was fully sighted. The roll out of service level reporting is now in train and the end of month abridged dashboard can now be produced. There will be data quality and performance issues as we continue with the service getting up to speed and possible month anomalies that need further investigation. YTD rates of completed assessments are now above SE averages, although still lower than our 21/22 year end activity.

Action/next steps

- Greater focus on Early Help performance as part of Destination 22 programme. Outcomes framework will be presented to D22 Board on 18/03/22.
- Launch of Destination 22 service framework with easier pathways into early help (Families First Service) – 4th April 2022.
- School briefings regarding launch of new early help assessment.

What the data tells us

Indicator	Outturn type	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Target	Southampt on 19/20	Southampt on 20/21	Statistical Neighbours	South East	England
Percentage of children subject to Child Protection Plan for whom a visit has taken place within last 4 weeks (20 Working Days)	PERCENTAGE	92%	86%	90%	86%	78%	91%	92%	93%	94%	93%	76%	TBC	N/A	N/A	N/A	N/A	N/A
Percentage of CLA for whom a visit has taken place within statutory timescales (6 weeks or less visits)	PERCENTAGE	98%	99%	99%	98%	98%	97%	96%	90%	73%	83%	71%	TBC	95%	TBC	97%	53%	67%
CIN on a plan visited within 4 weeks	PERCENTAGE	74%	72%	73%	69%	65%	71%	70%	73%	66%	68%	62%	TBC	N/A	N/A	N/A	N/A	N/A

Analysis

We saw an improvement in performance for visits in January, most notably CLA visits. This is likely to be a combination of increased management oversight and focus via the assurance clinics and ensuring all work was finalised on PARIS prior to go live with Care Director. Visits have dropped overall in February. On further investigation there are almost 400 visits in draft on Care Director. If completed performance for the month would improve from that reported.

Action/next steps

- Ensure all staff have completed the mandatory training on Care Director and ensure all managers know how to use their management dashboard within the new system
- Weekly distribution of all forms in draft to ensure they are completed, and thus are calculated to reflect actual service activity
- Ensure that the service workload reports are signed off by service areas by the end of March as these identify exception reporting at individual child level data
- Continue to address visiting performance as a standing item in monthly Assurance Clinics chaired by the Deputy Director.

What the data tells us

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Percentage of CIN who have had their supervision and within timescale	PERCENTAGE	85%	65%	55%	59%	53%	55%	67%	66%	72%	62%	50%	TBC	N/A	N/A	N/A	N/A	N/A
Percentage of CPP who have had their supervision and within timescale	PERCENTAGE	88%	66%	56%	66%	49%	63%	71%	63%	65%	64%	54%	TBC	N/A	N/A	N/A	N/A	N/A
Percentage of CLA who have had their supervision and within timescale	PERCENTAGE	80%	68%	51%	65%	66%	70%	58%	70%	50%	53%	46%	TBC	N/A	N/A	N/A	N/A	N/A
Percentage of Care Leaver who have had their supervision and within timescale	PERCENTAGE	81%	64%	48%	72%	83%	69%	82%	70%	59%	27%	25%	TBC	N/A	N/A	N/A	N/A	N/A

Analysis

There has been a significant drop in supervisions held within 6 weeks. We need further investigation to understand if this is a recording issue as we part of learning the new workflows on Care Director or if it is a practice issue, or a combination of both. Managers have commented at how clunky the new supervision document is on Care Director and it does not follow a systemic approach, other colleagues have noted that supervisions have been completed but have yet to be written up on the new system.

Action/next steps

- A working group has been requested as a priority action to review the current form template on Care Director and amend so that it aligns with our systemic approach
- This is to be co-ordinated with the Practice Manager to ensure full alignment with our new Supervision Policy
- Assurance clinics have detailed discussions on the undertaking of supervision on a monthly basis
- Additional business support has been offered to managers to transcribe hand written or supervisions typed in word on to Care Director – up take of this offer has been very low.
- Ensure all managers have undergone the mandatory training on how to complete the supervision document on the new system
- QA to undertake dip samples across all services on the quality of recording on the new template in Care Director

What the data tells us

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Percentage of re-referrals within 12 months	PERCENTAGE	21%	27%	26%	33%	26%	31%	24%	24%	27%	25%	29%	23%	28%	22%	28%	23%	N/A
Number of Early Help assessments completed	NUMBER	278	216	234	285	236	196	180	223	195	200	111	TBC	N/A	N/A	N/A	N/A	N/A
Rates of Single Assessments completed per 10,000	RATE	54	117	166	218	254	321	376	434	494	513	567	TBC	898	672	637	554	518
Percentage of C&F assessments completed within 45 working days	PERCENTAGE	90%	86%	88%	94%	86%	89%	85%	92%	88%	91%	93%	TBC	79%	77%	74%	70%	69%
Number of contacts	NUMBER	1828	2016	2294	2093	1781	2038	1895	1843	1653	1880	1606	TBC	15657	17661	N/A	N/A	N/A
Number of referrals in the month	NUMBER	336	444	342	349	283	414	372	374	347	490	281	TBC	N/A	4092	N/A	N/A	N/A
Rates of referrals per 10,000 of Under 18 Population	RATE	71	170	244	323	386	482	573	663	758	853	896	TBC	944	790	647	561	494
Number of CLA at the end of the month	NUMBER	494	498	501	508	508	517	525	540	544	551	560	TBC	486	495	615	N/A	N/A
Number of children with an active Child in Need Plan not allocated to CWD (CIN*)	NUMBER	548	549	530	537	512	536	532	523	515	528	411	TBC	N/A	N/A	N/A	N/A	N/A
Number of children who are subject of a Child Protection Plan as at the end of month	NUMBER	339	355	385	387	420	387	388	413	453	472	492	TBC	396	310	406	N/A	N/A
Number of care leavers	NUMBER	156	154	161	156	163	162	164	171	173	209	218	TBC	N/A		N/A	N/A	N/A

Right Service at the Right Time

Analysis

The volume of contacts continues to be higher. Our YTD contacts has breached 20,000, which is a 13% increase in contacts on 21/22 activity. This rate of increase however is not evident in our assessment activity as our rate of YTD completed assessments is below our 21/22 outturn and below the benchmarking from SN's.

It is expected with the migration to Care Director that we will see a drop in referrals as recording pathways have now been upgraded. As in PARIS to refer to Early Help this could only be done from a referral, now signposting to EH is done directly from MASH. This will not be shown in the referrals per 10,00 activity for 21/22 as this change only came into effect for the last 2 months of the reporting year but we should see the benefit of this in 22/23 bringing our referral performance in line with regional and national benchmarking.

Although we have seen increased volume in contacts we have not seen the same increase in CIN on a plan, however what we have seen is an increasing number of CPP and CLA.

Action/next steps

- Further analysis is required to understand the conversion activity and performance from contact to referral and completed assessments to CSC intervention. There are several hypothesis that can be explored to identify if Brief Intervention work during the 45 day assessment window is having the desired impact on lower conversion to longer term CIN work
- QA activity has been undertaken on Outcomes of Assessment and NFA activity
- Further analysis of children new on CPP and CLA identifying their journey on to a plan or becoming looked after, if we had had previous intervention and could we have provided support more intensively earlier.

What the data tells us

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Number of CLA at the end of the month	NUMBER	494	498	501	508	508	517	525	540	544	551	560	TBC	N/A	N/A	N/A	N/A	N/A
Rate of CLA per 10,000 under 18 population	RATE	95	96	96	98	98	99	101	104	105	106	108	97	95	TBC	97	53	67
Number of CLA at the end of the month who are UASC	NUMBER	18	15	17	22	25	26	25	24	27	25	25	TBC	N/A	N/A	N/A	N/A	N/A
Percentage of CLA for whom a visit has taken place within statutory timescales (6 weeks or less visits)	PERCENTAGE	98%	99%	99%	98%	98%	97%	96%	90%	73%	83%	71%	97%	95	TBC	97	53	67
Percentage of CLA children with an up to date review	PERCENTAGE	98%	96%	95%	96%	97%	96%	97%	96%	96%	96%	97%	TBC	N/A	N/A	N/A	N/A	N/A
Percentage of children in care for at least 12 months for whom health assessments are up to date.	PERCENTAGE	94%	80%	87%	64%	67%	61%	68%	53%	56%	44%	TBC	TBC	N/A	N/A	N/A	N/A	N/A
Percentage of initial health assessments delivered within 20 working days of date child became looked after.	PERCENTAGE	20%	38%	36%	35%	0%	13%	13%	24%	33%	20%	TBC	TBC	N/A	N/A	N/A	N/A	N/A
Percentage of CLA at end of month with 3 or more placements during the year	PERCENTAGE	10%	11%	12%	14%	14%	16%	17%	18%	17%	7%	11%	TBC	N/A	N/A	N/A	N/A	N/A
Number of CLA allocated to CWD	NUMBER	27	27	27	27	27	29	29	29	29	31	31	TBC	N/A	N/A	N/A	N/A	N/A
Number of Voluntarily Accommodated Section 20s (S20) at period end excluding UASC	NUMBER	39	32	38	40	44	56	54	51	55	26	28	TBC	TBC	TBC	TBC	TBC	TBC
Percentage of Looked after Children (LAC) with a permanence plan in place within 6 months of BLA	PERCENTAGE	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	N/A	N/A	N/A	N/A	N/A
Number of Looked after Children placed for adoption at period end	NUMBER	17	16	14	14	12	12	13	12	12	TBC	TBC	TBC	N/A	N/A	N/A	N/A	N/A
Percentage of CLA placed with IFAs at end of period	PERCENTAGE	24%	25%	26%	27%	28%	29%	31%	30%	31%	43%	51%	<36%	37%	N/A	36%	38%	36%

Robust Corporate Parenting

Analysis

The number of Children in care continues to increase. Analysis tells us that this is not an increase in higher than average children entering care, the main issue is that our numbers of children no longer looked after have reduced considerably. This means there is an increase in the net cohort and our rate per 10,000 is significantly above all benchmarking comparators.

Of significant concern is the performance on delivery of the statutory Initial Health Assessment within 20 working days of becoming looked after. Performance has been inadequate all year. It is only recently, after escalation, that CSC has started to receive the monthly reporting from Solent. Prior to this the data was reported from PARIS, which was inaccurate. There has been initial analysis of this cohort, yet a wider partnership meeting has been set up to address and resolve the concerns.

There has also been a decline month on month of RHA's completed within timescale.

Action/next steps

- The number and rate of looked after children remain at a level that is notably higher than statistical neighbours. However, the service is beginning to see the initial signs of progress in respect of pro-active work to identify suitable alternatives to care. The service remains focused in implementing its Placements Action Plan which was reviewed in March 2022. New staff (social workers and managers) are beginning to join the service, as forecast in the Destination 22 service redesign plan. There is a staffing challenge in the IRO service given the increase in numbers of children in care over the past six months. A business case has been submitted to extend IRO fixed term contracts.
- The senior leadership team have commissioned a peer review which will be undertaken by Hampshire Children's Services in May 2022. This has been scoped against the findings of the 2019 and 2021 inspections and the Ofsted ILACS inspection framework.
- The Corporate Parenting Strategic Plan and annual report have been signed off by Council and Cabinet respectively. The Care Leavers Offer is scheduled for discussion at Cabinet in July 2022.
- Children in care council and participation activity continues to develop well. In addition to Southampton Voices Unite meetings regular supper club and football sessions are being coordinated by senior leaders.